

Position Description

Community Centre Coordinator

Your role:	Community Centre Coordinator (407)
You will report to:	Team Leader Community Centres
Your Directorate:	Community & Development
Your Salary Level:	General Officer Level 4 (\$94,673.85 - \$101,540.86)
Special Conditions:	Some out of hours work and working at different locations will be required. A satisfactory Medical Clearance for this role is required Police Clearance and Working with Children Check required.

Position Overview

The Community Centre Coordinator is responsible for overseeing the day-to-day operations of the community centre and providing support to the Team Leader, Community Centres. This role involves recruiting, supporting, and managing volunteers in various capacities to deliver services and opportunities for the community. The coordinator plans, promotes, and delivers a range of workshops and activities, ensuring the centre remains a welcoming, safe, and inclusive environment. Often serving as the first point of contact, the coordinator, along with the volunteers they support, plays a crucial role in shaping the centre's culture.

Working in a dynamic, service-focused environment with ongoing changes, the coordinator must make informed decisions using their judgment, guided by established policies and procedures. They will often be the most senior staff member on site and will at times be required to work in isolation.

About the Team

You will be part of a Directorate dedicated to shaping a vibrant and thriving community through visionary leadership, active collaboration, continuous improvement and a commitment to excellence in service delivery. You will be part of a team that fosters strong community connections and strives to deliver outstanding outcomes in community and development services. Guided by the principles of the Customer Service Framework, Council employees are passionate about providing exceptional service that places our community at the heart of everything we do.



Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Grounded In Trust	Build strong foundations through respect, safety, integrity and transparency.
Cultivating Connections	Engage with each other and our community to create a thriving, collaborative environment.
Nurturing Excellence	Deliver with pride to achieve the best outcomes and celebrate our success.
Sowing Seeds for Tomorrow	Foster growth and innovation for a sustainable future.

Your Stakeholders

Internal	Director, Community & Development Elected Members, Directors, Managers, and other employees across the organisation
External	Community individuals and groups, regulatory bodies and Government departments, including Local Government bodies, suppliers, consultants and contractors

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Manage the day-to-day operations of the community centre including oversight of the facility.
- In collaboration with the Team Leader, identify volunteering, program and event opportunities based on working alongside community and understanding community need.
- Develop volunteer role descriptions, recruit, train, and manage volunteers.
- Support volunteers to run programs, assist in problem solving any challenges they experience and ensure volunteers are operating safely and receive appropriate recognition for their contribution.
- Coordinate and deliver regular programs, once off workshops, school holiday offerings and events.
- Prepare marketing and promotional materials and ensure that offerings are widely promoted including printed programs, social media, quarterly newsletters and website content.
- Engage contractors to deliver some workshops and programs.
- Manage off site programs such as shed and op shop programs.
- Build strong working relationships with all stakeholders including other service providers, community members and those that work within the facility.
- Collaborate with other Council staff to deliver opportunities for the community to connect, grow and learn.
- Provide general support to other Council staff working at the centre particularly in the absence of the Team Leader.

Position Criteria

Technical Knowledge & Experience	- Proven experience in managing the day-to-day operations of a community centre or similar facility. - Demonstrated ability to develop and manage volunteer programs, including recruitment, training, and supervision. - Experience in coordinating and delivering a variety of programs, workshops, and events.	Essential
	- Experience working with contractors to deliver services. - Familiarity with managing off-site programs such as shed and op shop initiatives	Desirable
Collaboration and Communication	- Strong interpersonal skills with the ability to build and maintain effective working relationships with a diverse range of stakeholders, including community members, volunteers, and service providers. - Excellent communication skills, both written and verbal, with the ability to prepare marketing and promotional materials. - Experience in working collaboratively with other team members to deliver community wellbeing initiatives. - Excellent organisational skills with the ability to manage multiple tasks and priorities effectively. - Attention to detail in maintaining records and coordinating room hires and other administrative tasks.	Essential
Qualifications	Relevant qualifications in community development, social work, public administration, or a related field, or equivalent professional experience.	Desirable
Customer Service	Demonstrated achievement in and enthusiasm for the provision of high-quality customer service	Essential
Government Experience	Experience working in a government environment	Desirable
Corporate Experience	Nil	
Finance Delegations	Nil	
People Leadership	Nil	

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
3. Occasional (occurs 2-4 times per week)

2. Frequent (occurs 1-2 times daily)
- 4 Infrequent (occurs once per week or less)

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y		X			
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y				X	
Climbing e.g. stairs/steps/ladders	Y		X			
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	N				X	
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	Y				X	
Gripping/grabbing	Y			X		
Fine hand coordination	Y	X				
Holding/supporting any object or person	N					

Environmental

Work in an indoor/outdoor environment	N					
Work at heights	N					
Work in confined spaces	N					
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y		X			
Exposure to noise	N					
Contact chemicals/cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	Y			X		
Exposure to fumes/dust	N					
Managing security/private information	Y			X		

Interpersonal

Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y		X			
Dealing with difficult/complex negotiation of a personal nature	Y		X			
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y			X		
Working in a busy environment where time pressures and / or fast work pace may be required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				